

## **Retroactive Sewer Billing FAQs**

- **What is Retroactive Sewer Billing?**
  - The Indianapolis Department of Public Works (DPW) initiated a county-wide review of sewer users to ensure the equitable billing of all sewer system users for services provided.
  - DPW is identifying users, adding them to billing and calculating retroactive charges. Per the statute of limitations, DPW may bill users retroactively for up to six years of service.
  - Per City ordinance Section 671-101 to 115 and Indiana Code IC 36-9-23-1 to 37 and IC 36-9-25-9 to 38, DPW is granted the authority to bill charges for sewer services. The ordinance mandates DPW is entitled to back bill for up to six years of sewer service.
- **How far back can I be billed?**
  - Per the statute of limitations, DPW may bill users retroactively for up to six years of service. However, a property owner is not held responsible for sewer services provided prior to their ownership of the property. For instance, if a property was purchased three years ago, the current property owner could only be billed retroactively for three years of services.
- **Why wasn't my sewer bill included in my water bill?**
  - Water services provided by Indianapolis Water are separate from the sewer services provided by DPW; however, both items should appear on the same bill as separate line items.
- **Why is DPW doing this now?**
  - DPW has always made the effort to ensure equitable billing for all sewer users and attempted to identify sewer users not being billed for the services they utilize. At this point in time, DPW is able to conduct a more concentrated effort at identifying these users, due to the availability of additional resources such as more current technology and databases.
- **What are my payment options?**
  - There are various payment options available. Residents are permitted to pay back the retroactive bill over the same duration as the bill back dates. For instance, if you were billed for six years of retroactive service, you may take up to six years to pay the bill. There is no interest or penalty fee associated with the retroactive billing or for spreading out your payments over time assuming the account remains current.

### **Department of Public Works**

2450 City County Building | (317) 327-4000  
200 East Washington Street | (fax) 327-4954  
Indianapolis, Indiana 46204 | (TDD) 327-5186  
indycity.org



## **Retroactive Sewer Billing FAQs (continued)**

- **How do I set up a billing plan?**
  - You may set up a billing plan by calling the billing agent, Veolia Water Indianapolis, at (317) 631-1431.
- **What process does DPW use to identify sewer users?**
  - DPW relies on several indicators to determine if a property is hooked up to city sewer. Among these indicators are interactive maps, aerial photos, permit records, Code Enforcement reports, site inspections, and the Veolia Water system. In cases where service cannot be determined or is disputed, Marion County Health & Hospital staff can perform a dye test to establish what type of system is being utilized. There is no charge to the customer for any testing.
- **What if I believe I received a bill in error?**
  - The sewer user identification process is not a perfect system as many of the indicators we use to identify sewer users are located underground. While they are rare, we do make mistakes in identifying sewer users. If after investigation it turns out we erroneously billed a user, DPW makes every effort to credit or refund as quickly as possible.
- **How can I get more information or appeal my retroactive sewer bill?**
  - You will need to contact the billing agent, Veolia Water Indianapolis, at (317) 631-1431.

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